

CONFERENCE CALLING

All conference calling services must be ordered by a State Agency's Telecommunication Coordinator. If you do not know who your Telecommunications Coordinator is call the ISD Help Desk at 334-242-2222.

ISD Voice Operations offers several conference calling capabilities.

- **“Meet Me Conference”** allows conference participants to dial into a predetermined number at a predetermined time.
 - Each time a caller joins the conference call, a tone is heard by the attendees to alert them that someone has been added to the call. ISD offers a Toll-Free number for this service. With the toll-free number, participants can call into the conference free of charge.
 - The charges for the call are billed to the requesting agency. If you have a 242 or 353 number off of our SL-100 switch in Montgomery, you **may** have the capability to originate and set up conference calls for up to 30 people right from your telephone set.
 - There is no charge for the conference feature, but if the conference participants are reached via a long distance number, there would be charges incurred those calls.
- **ISD offers an Authorization Code that enables the user to place conference calls through the State Operator.**
 - The user simply calls the State Operator, presents the code and all of the phone numbers that are to be included in the conference call.
 - The Operator then joins all the participants on one conference call, There is no charge for the Authorization Code. The only time charges are incurred is when any of the participants are reached via a long distance number.
 - Please have your Authorization Code before calling the State Operator and please be aware that it does take some time for the State Operator to get all the conference attendees on the line.

How to schedule a Meet-Me Conference

Call the ISD Conference Call Coordinator at 334-242-3160 schedule a **Meet-Me Conference**. A one-day notice is required to schedule a conference call.

In case of an emergency, a call can be scheduled with a few minutes notice, if there is a vacant 800 number. Users will be assigned a pin number along with 800 number.

You will need the following information:

1. Date
2. Time the call is to begin
3. Time the call will end
4. Number of participants

The agency is responsible for notifying all participants of the 800 number & pin number.

The agency moderator will begin the call and the line will ring until one other participant dials the number then the conference is established. As each participant comes in you will hear a beep to let you know someone else has entered the conference.

Cost- 4.5 cents a minute per participant

Number Participants – Maximum 30

How to Make a Bell-South on Demand Meeting Conferencing

Call the ISD Conference Call Coordinator at 334-242-3160 to request an assigned toll free number with a Room # and a Pin #. The pin number is only required by the agency moderator and should be kept confidential from participants.

After you receive the assigned numbers follow these instructions:

1. Dial the access number
2. Enter the room number, preceded and followed by the star (*) key
3. Enter the 4 digit pin code, preceded and followed by the star (*) key

Cost -15 cents a minute per participant